

NETWORK ADMINISTRATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

To assist in planning, coordination and implementation of operations and activities of the City's information technology system; to perform a variety of information systems technical duties including hardware and software installation and maintenance and user support associated with the City's computers and network operations; to provide assistance in administering and maintaining the City's network system, including network file servers, database servers, applications servers, client desktop workstations and network wiring, routing and communication equipment; to provide highly technical and complex staff assistance to the Information Manager; and to perform a variety of technical duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Information Technology Manager.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Perform a variety of complex technical duties in support of hardware and software maintenance, user support, and administration and maintenance of the City's network and information systems, including configuring, installing and maintaining local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers and similar equipment
2. Develop and maintain software applications for office use in data entry, database, spreadsheet, and report generation; troubleshoot user problems.
3. Assist in the administration and maintenance of network user accounts; assist with network security and resources; provide data backup and file structure maintenance; help maintain network performance.
4. Implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.
5. Assist users in optimizing their desktop environment assist in restoring or recovering files or corrupted data.
6. Respond to client inquiries concerning systems operation and diagnose system hardware, software and operator problems.
7. Instruct users in the proper use of equipment, software and manuals; may develop and conduct training programs for City staff.
8. Provide assistance in various information technology projects that impact the user environment; provide instruction in new technologies as needed.
9. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of an information systems program.
Principles and practices of computer science and information systems.
Operational characteristics of various computer systems, applications and peripheral equipment.
Methods and techniques of hardware and software configuration and installation.
Methods and techniques of troubleshooting network and information systems hardware and software problems.
General knowledge of networking technologies, image and data transmission, telecommunications and client-server applications.
A variety of programming languages.
Principles and practices of network administration.
Basic principles and practices of training and instruction.
Modern office procedures, methods and computer equipment.
Principles and practices of customer service.
Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Perform a variety of technical duties in support of network and personal computer systems hardware and software.
Operate personal computers, printers and other peripheral equipment.
Install, configure, troubleshoot and/or repair computer and network hardware and software problems.
Perform network administration duties.
Develop and conduct training programs for client server applications and programs.
Participate in various information technology projects.
Respond to requests and inquiries from network and desktop users.
Monitor and maintain local area networks.
Develop and conduct user training.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to Bachelor's degree in computer science or information technology or a related field.

Experience:

Three years of increasingly responsible experience in network management, computer systems operations or related field.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office environment; frequent exposure to computer screens.

CITY OF FOREST GROVE
Network Administrator (*Continued*)

Mobility: Duties require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; extensive use of computer keyboard; moderate or light lifting, moving and carrying of equipment up to 50 pounds; bending, stooping, kneeling, crawling.

Vision: Visual acuity to read computer screens and printed documents.